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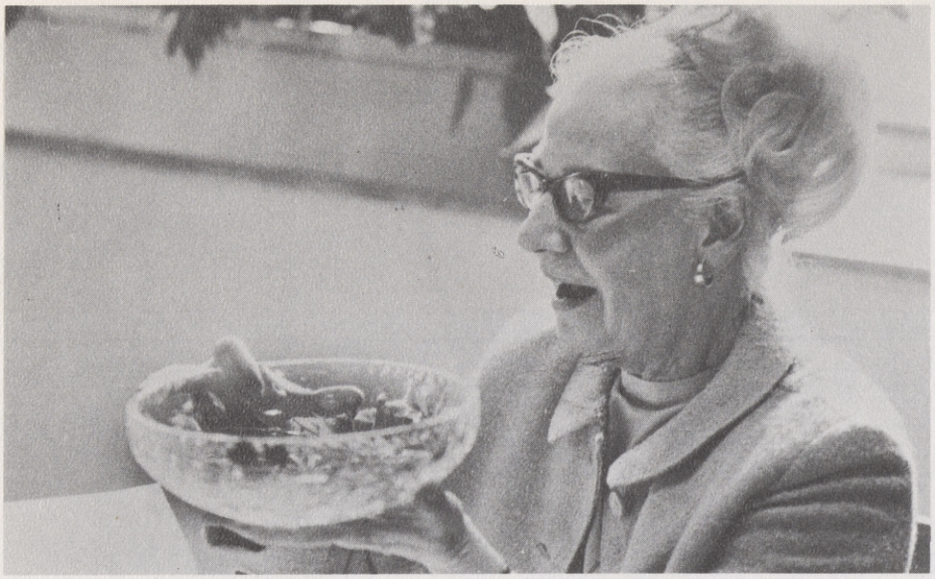
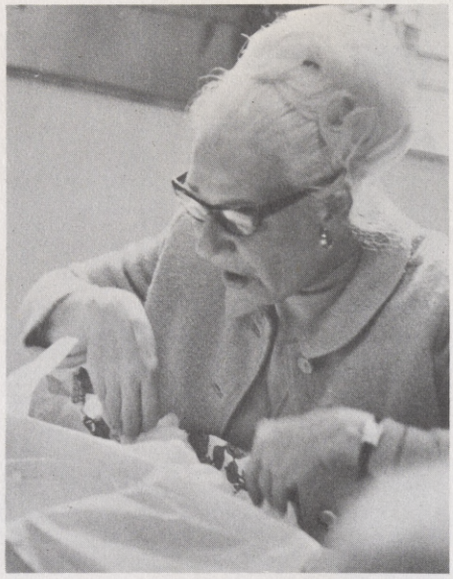
'Please read the minutes...'

The meeting is called to order. And there are two diligent secretaries taking minutes—Mrs. Marilyn Vall of the Parents Advisory Council of Pediatrics Clinic at UC San Francisco Medical Center and daughter Elena, 3. The Vall team turns up for monthly meetings of the 12-member council, whose story is told in this issue inside on pages 4-5. ◄





At a farewell party for Sue Carlisle . . . . . a crystal bowl brought oohs and aahs . . . Mrs. Ralph Audy was the chairman.

SUE CARLISLE AND UC

'There's no better place to be'

Smiling Sue Carlisle said goodbye last month to the post she held for 6½ years at UC Hospitals – coordinator of volunteer services.

She left behind her this tribute:

"In this kind of job, there's no better place to be. The cooperation is fine, staff relations are close and volunteers are highly respected. And we have the freedom to use new ideas and to learn.

"Volunteers have proved they have a serious contribution to make to the hospital."

Warm and witty Mrs. Carlisle served as director of volunteer services at Pittsburgh's Montefiore Hospital, later worked with a United Fund organization's volunteers. She is convinced that a volunteer service has these functions:

- To supplement services to patients. That means everything from writing letters to propelling a library book cart to visiting and chatting.
- To provide assistance to a busy hospital staff. Perhaps in a clerical capacity in an office where patient reports must be turned out in a hurry, where letters must be prepared for mailings, where multitudes of office details must be ironed out.
- To forge a strong link to the community and to represent the hospital with understanding and loyalty.

"You don't have to 'invent' things for volunteers to do," said Mrs. Carlisle. "The staff asks for volunteer help and is willing to train workers in their own departments."

Three examples of what the now-retired coordinator describes as "services that were used and welcomed" were initiated under her direction – pediatrics hostesses, admission hostesses, social service assistants in clinics.

Some of these ideas sprang from staff requests. In pediatrics, the staff suggested a volunteer "might give parents support and help while a child is in surgery, perhaps." The volunteer service was established and the most recent report shows that a hostess served 80 cups of coffee in a single day to parents.

From Bill Gonzales, a warm goodbye . . .

Similarly, the request for admission hostesses came from hospital administration. So two veteran volunteers took it on as a pilot project, reported on the needs and the service is now a smoothly functioning part of the UC Hospitals volunteer scene.

"The volunteer office is always open to suggestions," said Mrs. Carlisle. "We want to see services added to and not subtracted from."

Unfortunately, she adds, the community "is not always aware of hospital needs, we always need volunteers."

Information about volunteer service is available from the coordinator's office in Moffitt Hospital, 666-1196. All potential volunteers fill out applications and are interviewed by the coordinator. Current needs determine the number and type of volunteer assignments.

Succeeding Mrs. Carlisle in the coordinator post is Betty (Mrs. Ross) Cunningham, formerly of Los Angeles. ◄

Volunteers deck halls at hospitals

Half a hundred trees sparkling with the colors of Christmas are generating cheer at UC Hospitals over the holiday season.

Teenage volunteers who were active in hospital programs last summer whizzed through the tree-decorating task in mid-December and gathered afterwards for punch and cookies provided by UC Hospitals Auxiliary.

Mrs. Robert Samilson headed up the tree-trimming committee. Members of the Junior Branch of UC Doctors' Wives Association and students' wives designed and turned out the whimsical dazzlers that bedeck the towering Christmas tree in Moffitt Hospital lobby.

Also, students' and residents' wives wrapped gifts for children in the pediatric ward, and "puppet lady" Judy (Mrs. William) Hinrichs introduced a Santa Claus puppet to her tiny patients over the holidays when she visited them before surgery.

With all this good cheer and warmth, Betty (Mrs. Ross) Cunningham, new coordinator of UC Hospitals volunteers, has one more fervent wish for the holiday season:

"One hundred adult volunteers who are interested in serving people in our hospitals." ◄

Tuning up for trimming are Mrs. John Langdell, right, president, UC Doctors' Wives, and Patty Conroy of Junior Branch, which helped make holiday decorations.

a red wagon

What could brighten the lives of tiny patients in pediatrics more than a woolly Panda bear, a shiny red wagon – and a punching bag?

Directors of UC Hospitals Auxiliary have voted to supply funds for purchase of these items for pediatrics playroom. And that isn't all. Youngsters will also be able to hear music oftener when four portable record players are provided by the auxiliary.

Among scores of other items on the list of patient amenities for which the auxiliary will supply funds are:

- A Good Foods Coloring Book for pediatric service to be used by dietetic interns in teaching nutrition principles to patients.
- An adult walker for the rehabilitation clinic patients.
- Toys for patients in the child amputee clinic, occupational therapy department.
- Model ear for teaching patients about surgical procedures they will undergo.
- Rocking chairs for sixth floor of Moffitt Hospital for nursing service. ◄

Portia Belle Hume receives annual Royer award

Portia Belle Hume, M.D., clinical professor of psychiatry, emeritus, at UC San Francisco Medical Center, received the annual Dr. J. Elliot Royer Award this year.

The award goes to a Bay Area medical person who is recognized "for the most significant contribution to the advancement of psychiatry and neurology."

Dr. Hume is director of the Center for Training in Community Psychiatry and Mental Health Administration in Berkeley. The award includes a certificate and a $10,000 check. ◄

PARENTS ADVISORY COUNCIL

In pediatrics clinic, a first at UC

"I feel elated about the whole thing. Now, a patient can say something about the way a hospital is run."

Mrs. Louis Mendieta speaking. This slender, raven-haired mother of five youngsters — 1½, 3, 5, 7 and 8 years old — is the first chairman of UC Medical Center's first Parents Advisory Council.

The 12-member council is made up of parents of youngsters who are registered for care in the pediatrics clinic at UC Hospitals.

Strong supporter of and motivating force behind the 1-year-old group is Dr. Donald L. Fink, associate professor of pediatrics. He says:

"As a clinic, I believe we should be responsive to patients and their needs. We can't teach good care unless we practice it."

It was Dr. Fink who first suggested establishment of a Parents Advisory Council to the clinics. Other comprehensive medical centers in other states have such councils, he pointed out.

"So we wanted one here. And we wanted a council that represented our clientele, that was OF them and not saying things TO them."

First proposals for a council outlined these points:

- The need for comments from the recipients of clinic services.
- The need to present to consumers for their responses any clinic plans and proposals that were new.
- The need to encourage both individuals and the council as a whole to initiate proposals calling for responses from clinic staff.

"We wanted it to become a mutual project," explains Dr. Fink. What's happened so far?

"Both less AND a lot more than we had hoped for," the physician says candidly.

The council has indeed commented on and helped shape changes in clinic procedures and policies. After six months, it began to map out its own agenda for the monthly meetings in the Clinics Building. Members wrote their own by-laws, set up election rules.

Each council member is paid a token sum for attending a meeting to cover babysitting, transportation and miscellaneous costs.

After six months, it began to map out its own agenda for the monthly meetings in the Clinics Building. Members wrote their own by-laws, set up election rules.

"They questioned us about registration procedures. Why couldn't the whole family be registered at one time and renewed at one time, they wondered. So procedures have been changed to suit their suggestions," Dr. Fink says.

Other questions: What about insurance and filling out forms? What about more education in child care and health? What about hospital tours for both parents and children, so the fear of "the unknown" could be eased?

All of these suggestions have been met with what Dr. Fink calls "warm cooperation" from hospital administration. There is now an information center for patients bewildered about insurance forms. And a new accounting system that goes into effect this month promises to speed up payments, administration staffers say.

For the first time, clinic staff is sponsoring for parents informal class discussions of health topics related to children. The Parents Advisory Council voted on its choices for these sessions and has heard experts discuss emergencies — such as poisonings — involving youngsters, allergies, hyperactive children, accidents.

These question-answer sessions are open to all parents, free of charge and take place in the conference room of the Pediatrics Clinic area. "We do wish more parents would come," says Mrs. Mendieta. "It's more effective, we believe, to talk about health problems than to read about them in pamphlets. And parents often have questions that the experts haven't thought about."

Class times are announced on the Parents Advisory Council bulletin board on fifth floor of the Clinics Building and in each treatment room.

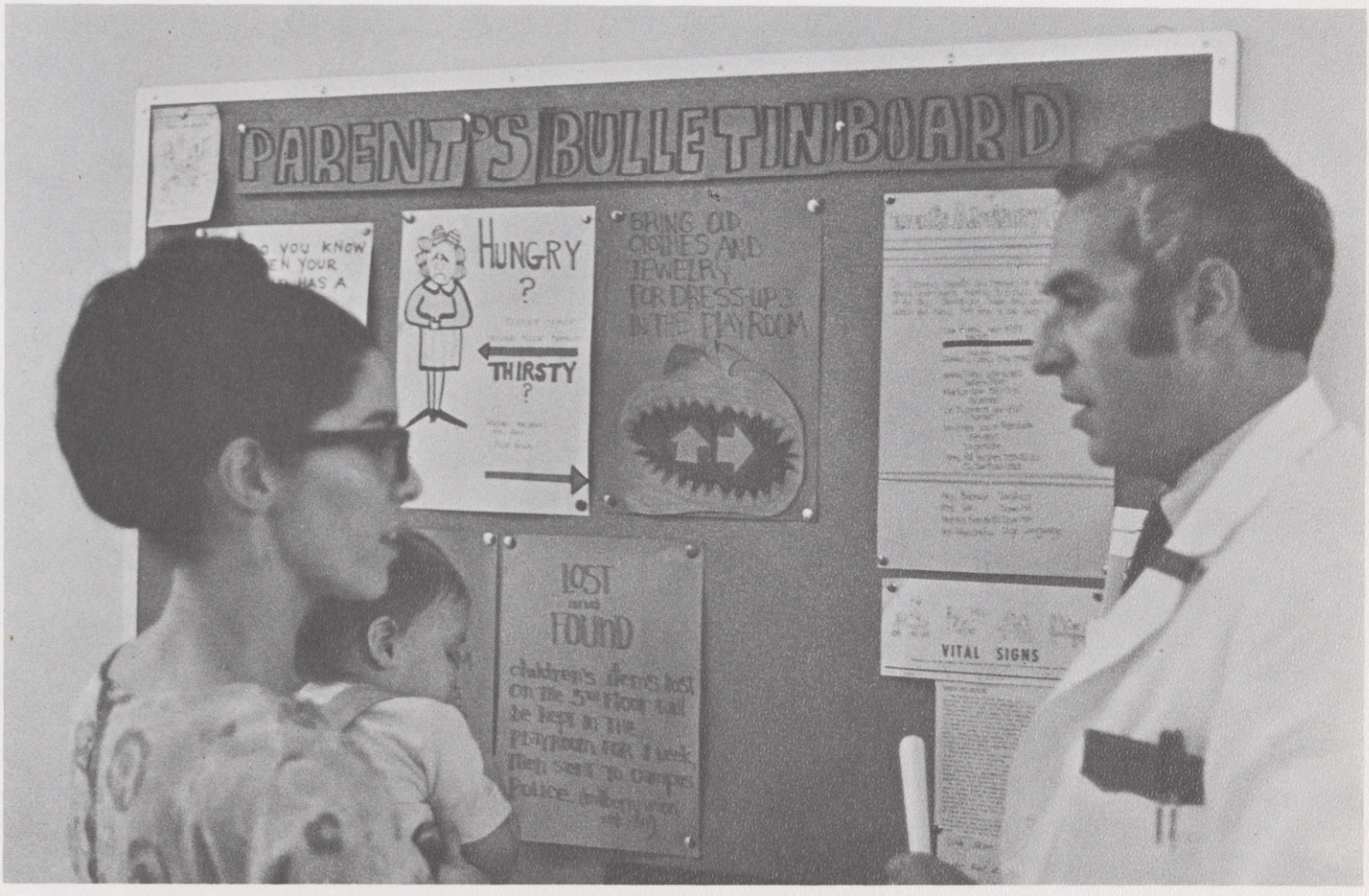
The council is also interested in making hospital tours available to parents and children who wish to see pediatrics ward, the laboratory, clinic area, diet kitchen.

Says Mrs. Mendieta: "There is never enough time in our council meetings to talk about everything we want to talk about. If someone has a question, she brings it up. If someone has something she wanted changed, she brings it up. We talk about it. And we get the answers."

Says Dr. Fink: "The council brings us the perception and ideas of people who are recipients of our services. There is no other way to get this kind of information and help. And we need it." ◄

Three-year-old Elena Vall is a regular at board meetings when her mother takes minutes, so when it's time for a snack she's entitled to her sweet roll like anybody else.

Board members meet monthly with pediatrics clinic staffers to discuss new ideas, new projects, new services for clinic patients.



Bulletin board to display announcements of interest to parents was suggested by council headed by Mrs. Louis Mendieta, left. Dr. Donald Fink, associate professor of pediatrics, was first to suggest establishing the council.

It Happened this year in Tijuana

Hundreds of Tijuana slum dwellers received dental care for the first time in their lives this year because a group of UC dental students volunteered time and skills to a Project Concern program in the border city of 400,000.

Project Concern is a private effort dedicated to meeting basic health needs of the poverty-stricken in Hong Kong and Vietnam, Mexico and the southeastern United States.

In Tijuana, the young volunteers from UC set up their clinic for the second year at Casa de Todos (Everybody's House). But they took their skills out into the community as well.

According to a report on the project by student John P. Van Harencarspel, volunteers visited a squatters' refuge a few yards from the border, shacks in the Tijuana canyons, orphanages and even a penitentiary.

Students pitched in to clean up the clinic that had been used previously by Project Concern. They painted walls, helped install a new floor. With support from a Tijuana dental supply house, three permanent dental chairs were installed. Two had been donated to the program by dentists in Menlo Park.

From a budget approved by UC Dental School Dean Ben Pavone, students were able to install an air compressor with four highspeed units at Casa de Todos as well as sterilizing equipment and other items. And they purchased bottled water for patients' use, since Tijuana water is not considered safe to consume.

With the opening of Project Concern's elementary school early in September, UC students — who consulted with and were aided by Tijuana dentist Dr. Fernando Barreto — began treatment of youngsters.

Tooth brushes donated by major paste and brush manufacturers were distributed to about 1000 people at no cost to patients. With the help of a junior dental hygienist, who also volunteered her time, dental students and translators instructed children in the proper technique of brushing teeth.

The UC participation in the program ended officially late in September. But the clinic will continue. Two Mexican dentists will staff it part time to complete their social service requirements.

Nor are the students saying goodbye to Tijuana and Project Concern. Long-range plans call for continuing the border city dental treatment program and for setting up similar programs in New Mexico on the Navajo Indian reservation. ◄

BETTY CUNNINGHAM

Succeeding Mrs. Sue Carlisle as coordinator of volunteers at UC Hospitals is Betty (Mrs. Ross) Cunningham. She was formerly head of the volunteer program at the UCLA Medical Center.

Goal: Expand training for health professionals

California may be first in population and sunshine, but it lags behind in another area: It is critically short of health professionals.

Did you know that each UC Medical School receives approximately 10 applications for each new student that can be accommodated? And that in 1948, over 800 California residents were denied admission to any other U.S. medical school?

It is a fact that only about 43 percent of California students who apply to any medical school are admitted each year.

Is there a solution? Not immediately. But one answer lies in expansion of training facilities for doctors, dentists, nurses and pharmacists, veterinarians and public health professionals.

Passage of a proposed $246.3 million bond issue — which will be on the ballot in June — would implement a nine-year construction program for the University of California. Such expansion would permit UC to graduate more than double the 274 medical doctors who now receive their degrees each year.

Among programs which the health sciences bond revenues would support on the San Francisco campus: expanded medical school with a projected total enrollment of 1313 students; expansion and relocation of the School of Dentistry with projected total enrollment of 581; expansion of School of Pharmacy with a future total enrollment of 530; equipping the new School of Nursing, which will enroll 540 students.

And contingent upon availability of capital funds from California State Department of Mental Hygiene, the San Francisco campus would see construction of a new clinics building for neuropsychiatric services in Langley Porter Clinic. ◄

Pots, pans in this UC 'library'

A sari-clad young woman clings to a coffee pot. A mini-skirted lass from Scotland walks off with a toaster. And a young mother from Finland trots out with a whimsical toy.

It happens every Tuesday at UC Medical Center's Millberry Union when wives of foreign students visit the down-to-earth treasure house of domestic items maintained and sponsored for their use by UC Doctors' Wives Association.

For a $1 fee, wives of foreign scholars may check out basic items such as dishes and glasses, pots and pans, bedding and baby strollers in a unique lending service now in its fifth year.

All items are donated, according to Mrs. J. E. Dunphy, current chairman of the service.

"Many of the families accumulate things while they are in San Francisco and bring back more than they checked out. That's how the stock is replenished, although we could always use more," Mrs. Dunphy points out.

The household "lending library" is not only a practical service but a way of extending hospitality to newcomers and of providing them with necessities too cumbersome and too expensive to transport from their homelands.

Families may keep items for the length of their stay at UC Medical Center, whether it's six months or two years. The current crop of borrowers represents more than 50 foreign scholars from 20 nations including Japan and Canada, Greece and Iraq, Israel and India, Ireland, South Africa, Sweden and Brazil.

For a $1 fee, wives of foreign students at UC Medical Center can borrow household items. Yasutsugu Nakagawa, left, gets a hand from Mrs. Samuel Susselman.

Repairs are a problem as far as the lending service is concerned. Says Mrs. Dunphy:

"We really don't have any money, so we're always looking for someone who can fix up toasters and tune up irons." ◀

Fill this out and mail to: UC Hospitals Auxiliary, Moffitt Hospital, UC Medical Center, San Francisco 94122.

NAME_____

ADDRESS_____

TYPE OF MEMBERSHIP: Active — $5 per year; **Volunteer** (those active in volunteer service in UC Hospital) — $2 per year; **Student** — open to all students and their spouses — $2 a year; **Contributing** — $10-$25 per year; **Sustaining** — $25-$50 a year; **Patron** — $50-$100 a year; **Sponsor** — $100 or more per year.

Organizational — organizations interested in Auxiliary objectives may be represented by designated individual, $10 per year.

Life — $500.

Why not join UC Hospitals Auxiliary now?

For the 10th year, the Auxiliary to UC Hospitals has provided the holiday decorations that lift the spirits of patients and their families.

Christmas comes once a year. The Auxiliary plays a supporting role all year around. Its self-stated goal is to "advance the welfare of the UC Hospitals by providing services to the hospitals, its patients, staff and employes; by raising funds for the benefit of the hospitals . . . and by interpretation of the hospitals to the public."

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In pediatrics clinic playroom, a child pauses to paint her season's greetings.

New program aims to cut down medical manpower shortage

To help relieve the acute shortage of manpower in health science occupations, UC San Francisco Continuing Education in Health Sciences is developing programs for community training in paramedical fields.

According to Dr. Seymour Farber, director of Continuing Education, the project will highlight special programs for high school counselors and others engaged in career counseling for disadvantaged youth and will help assess specific community needs and career opportunities.

The program also plans to assist community colleges, on request, to develop education programs in health sciences using local facilities and staff.

"The entire program," Dr. Farber points out, "will be implemented in partnership with California Community Colleges." 116099 ◄

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